

AI

93. A method for managing communications, comprising:  
processing inbound communications;  
processing outbound communications;  
obtaining a statistic on said outbound communications; and  
adjusting said processing of said inbound communications based upon said statistic.

94. The method of claim 93, wherein said step of processing inbound communications comprises connecting said inbound communications to agents; and said step of adjusting said processing comprises reducing the number of said inbound communications which are connected to said agents if said statistic exceeds a predetermined value.

95. The method of claim 93, wherein said step of processing inbound communications comprises connecting said inbound communications to agents; said step of obtaining a statistic on said outbound communications comprises obtaining information on the duration of said outbound communications, and said step of adjusting said processing comprises reducing the number of said inbound communications which are connected to said agents if said duration exceeds a predetermined value.

96. A method for managing communications, comprising:  
processing inbound communications;  
processing outbound communications;  
obtaining a statistic on said inbound communications; and  
adjusting said processing of said outbound communications based upon said statistic.

97. The method of claim 96 wherein said step of processing outbound communications comprises initiating said outbound communications, and said step of adjusting comprises reducing the number of said outbound communications which are initiated if said statistic exceeds a predetermined value.

98. The method of claim 96 wherein said step of processing outbound communications comprises initiating said outbound communications, said step of obtaining a statistic on said inbound communications comprises obtaining information on the duration of said inbound communications, and said step of adjusting said processing comprises reducing the number of said outbound communications which are initiated if said duration exceeds a predetermined value.

AI 99. A method for managing communications, comprising:  
providing for the processing of inbound communications;  
providing for the processing of outbound communications;  
obtaining a statistic on said inbound communications; and  
providing for adjusting said processing of said outbound communications based upon said statistic.

100. The method of claim 99 wherein said step of providing for the processing of outbound communications comprises initiating said outbound communications, and said step of providing for adjusting said processing comprises reducing the number of said outbound communications which are initiated if said statistic exceeds a predetermined value.

101. The method of claim 99 wherein said step of providing for the processing of outbound communications comprises initiating said outbound communications, said step of obtaining a statistic comprises obtaining information on the duration of said inbound communications, and said step of providing for adjusting said processing comprises reducing the number of said outbound communications which are initiated if said duration exceeds a predetermined value.

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#### **CHANGE OF CORRESPONDENCE ADDRESS**

A change of correspondence address for this case is enclosed herewith.